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Director

County of Los Angeles  
**INTERNAL SERVICES DEPARTMENT**

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*"To enrich lives through effective and caring service"*

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September 21, 2010

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors:

**AUTHORIZE THE CHIEF INFORMATION OFFICER TO EXECUTE WORK ORDERS  
WITH ORACLE AMERICA, INC., FOR DATABASE SOFTWARE CONSULTING  
SERVICES (ALL DISTRICTS - 3 VOTES)**

**CIO RECOMMENDATION:**

**( X ) APPROVE ( ) APPROVE WITH MODIFICATION ( ) DISAPPROVE**

**SUBJECT**

The Internal Services Department (ISD) and Department of Children and Family Services (DCFS) require the professional services of Oracle America, Inc., to provide database and application server consulting services for the upgrade and migration of DCFS Oracle databases and application servers to ISD's data center in Downey.

**IT IS RECOMMENDED THAT YOUR BOARD:**

Approve and direct the Chief Information Officer (CIO), at the request of the Director of ISD, to execute work orders, and any necessary change orders, for database and application server consulting services under the County's Master Services Agreement (MSA) with Oracle America, Inc., for the migration and upgrade of DCFS Oracle databases, application servers, and business intelligence publisher infrastructure to ISD's data center in Downey at a maximum contract amount of \$598,600. In accordance with the Oracle MSA guideline, Board approval is required for projects that will exceed \$300,000.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The existing DCFS Oracle database and Oracle application server environments are running on older, unsupported software releases and old server hardware that is out of warranty. Critical County child welfare data is not protected via an enterprise data backup solution and disaster recovery infrastructure.

Additionally, critical database and application server hardware have been housed in DCFS's Norwalk facility, with inadequate power and cooling infrastructure. As an interim solution, ISD assisted DCFS in the transfer of its Oracle database and application server infrastructure to ISD's data center. This interim migration only addressed the lack of power and cooling of server hardware, but continued use of old, out of warranty server hardware, lack of an enterprise backup solution, and no disaster recovery infrastructure leaves critical child welfare data at risk.

Part of the transfer of DCFS Information Technology (IT) services and infrastructure to ISD includes the migration of all Oracle databases, Oracle application servers, and Oracle business intelligence publisher environments to ISD's hosted data center in Downey. Included in this migration plan is the upgrade of all DCFS Oracle databases, Oracle application servers, and Oracle business intelligence publisher environments to supported software releases on new server hardware, adherence to ISD's security policies and procedures, the leveraging of ISD's enterprise backup and recovery infrastructure, and the implementation of a disaster recovery plan and solution.

DCFS management concurs with this recommended action.

### **Implementation of Strategic Plan Goals**

This recommended action is consistent with the principles of Goal 1 of the County's Strategic Plan, Operational Effectiveness, and Goal 5, Children, Family and Adult Well-Being. Having critical child welfare data highly available and secure supports DCFS in its mission to providing quality child welfare services.

### **FISCAL IMPACT/FINANCING**

Approval of the recommended action will authorize work orders to Oracle America, Inc., for services not to exceed \$598,600. Sufficient appropriation for the work orders is included in ISD's Fiscal Year 2010-11 adopted budget. The project costs will be billed in Fiscal Year 2010-11 by ISD to DCFS as part of the DCFS IT Transfer Project. DCFS has requested appropriation in the Fiscal Year 2010-11 Supplemental budget request that is anticipated to be submitted for your Board's approval in September 2010.



### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The Master Agreements approved by your Board enable departments to utilize work orders for database software installation, consulting services, employee training, design assistance, and expertise in the use and implementation of Oracle technology. As required in the CIO's letter to your Board, work orders in excess of \$300,000 shall be directed to your Board for authorization.

This work order with Oracle America, Inc., will include, but is not limited to the following:

- Project management services including a project schedule, communications plan, issue and risk management plan, and documentation of roles and responsibilities for ISD, DCFS and Oracle;
- Detailed analysis of all production DCFS Oracle databases, Oracle application servers, and database connectivity to deliver an architectural blueprint for the upgrade and migration of existing Oracle version 9i databases and application servers to Oracle version 11g. Analysis includes the review of database connectivity for approximately sixty (60) custom DCFS applications, such as the Suspected Child Abuse Report System, the Abduction Tracking System, and the Runaway & Abducted Foster Children System;
- Migrate the existing DCFS production Oracle databases to the ISD prototype environment;
- Assist DCFS with the migration of applications to the prototype environment. Assistance includes initial testing of prototype infrastructure for database connectivity and performance;
- Create a detailed migration plan from the results of the ISD prototype environment to include detailed steps required for DCFS to move their custom applications from the existing Windows environment to the new AIX Unix environment, a cutover plan that details how the County places the migrated applications into the production environment, a functional testing plan that details the recommended steps for the County to test the migrated applications, and a post-implementation support plan; and
- Production migration oversight and post go-live support.

The DCFS Oracle Migration project requires a full-time project manager knowledgeable in Oracle technology, a senior Oracle Database Administrator resource knowledgeable in the latest releases of the Oracle enterprise database and application server software to supplement ISD's Oracle database administration and Oracle application server administration staff, and a part time Oracle solution architect to ensure that the project adheres to Oracle database and application server best practices and leverages the full functionality of the deployed Oracle software.

The Chief Information Officer recommends approval of the Work Orders (CIO Analysis attached).

### **CONTRACTING PROCESS**

On February 20, 2007, your Board approved an Oracle MSA that allows County departments to acquire Oracle database and application server services. These Master Services Agreements offer a structure for acquiring needed services through a streamlined acquisition process that is standard across the entire enterprise. The recommended work order will be entered into the County's Information Technology Tracking System.

ISD and DCFS technical staff and management, in conjunction with the Oracle Insight Team, have analyzed the requirements for the migration and completed a detailed project plan for the migration of the DCFS Oracle infrastructure to ISD's data center. ISD, on behalf of DCFS, has purchased the hardware for database and application servers as well as Oracle software licenses under the Software License Agreement for the migration project.

The Oracle MSA was selected as the mechanism to obtain these services due to the superior knowledge that Oracle has with its products and the depth of experience that Oracle has with the installed base at ISD and at DCFS. The software included in this DCFS Oracle migration project are all Oracle products, including the Oracle Enterprise Relational Database Management System, Oracle application server software, and Oracle business intelligence publisher software.

Oracle staff's knowledge and experience will significantly reduce the risks on this critical project and will help insure the desired timeframe is met with minimum impact on DCFS operations.

### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Your approval will ensure that ISD can acquire the resources necessary to effectively upgrade and migrate the DCFS Oracle database and application server environments to ISD's data center in Downey. The result of this migration will be supported, stable, secure, and highly available child welfare data to support DCFS in adherence to its mission.



Honorable Board of Supervisors  
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**CONCLUSION**

Upon Board approval, the Executive Office, Board of Supervisors, is requested to return one adopted stamped Board letter and three copies of the Board Order to the Director, ISD.

Respectfully submitted,

Reviewed by:



TOM TINDALL  
Director



RICHARD SANCHEZ  
Chief Information Officer

DC:AB:HN:DH:cb  
Attachment (1 – CIO Analysis)

c: Chief Executive Office  
County Counsel  
Executive Officer, Board of Supervisors

# CIO ANALYSIS

WORK ORDERS WITH ORACLE AMERICA, INC. (ORACLE) TO PROVIDE SOFTWARE CONSULTING SERVICES FOR THE MIGRATION OF DCFS DATABASES TO ISD

CIO RECOMMENDATION: ☒ APPROVE ☐ APPROVE WITH MODIFICATION  
☐ DISAPPROVE

## Contract Type:

☐ New Contract ☐ Contract Amendment ☐ Contract Extension  
☐ Sole Source Contract ☐ Hardware Acquisition ☒ Other - MSA

New/Revised Contract Term: Base Term: 0.5 Yrs # of Option Yrs N/A

## Contract Components:

☐ Software ☐ Hardware ☐ Telecommunications  
☒ Professional Services

Project Executive Sponsor: Dave Chittenden, General Manager,  
Information Technology Services

## Budget Information :

Y-T-D Contract Expenditures	\$ 0
Requested Contract Amount	\$598,600
Aggregate Contract Amount	\$598,600

## Project Background:

Yes	No	Question
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project legislatively mandated?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project subvented? If yes, what percentage is offset?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project/application applicable to (shared use or interfaced) other departments? If yes, name the other department(s) involved.

## Strategic Alignment:

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project in alignment with the County of Los Angeles Strategic Plan? Yes, Operational Effectiveness (Goal 1) for Fiscal Sustainability (Strategy 1), Service Excellence and Organizational Effectiveness (Strategy 2), and Information Technology (Strategy 5).
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project consistent with the currently approved Department Business Automation Plan?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project's technology solution comply with County of Los Angeles IT Directions Document? Yes, by leveraging enterprise architectures to achieve County business objectives through effective and efficient use of technologies.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project technology solution comply with preferred County of Los Angeles



		IT Standards? Yes, it utilizes a web-based interface and runs on Windows virtual servers.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	This contract and/or project and its milestone deliverables must be entered into the Information Technology Tracking System (ITTS).

**Project/Contract Description:**

The Internal Services Department (ISD) is requesting approval for the Chief Information Office (CIO) to execute Work Orders (WOs) with Oracle for a total maximum cost of \$598,600, as provided for in the County's Oracle Master Services Agreement (Oracle MSA). The project scheduled to be completed in six months (by March 30, 2011), will upgrade and migrate the DCFS Oracle databases to the ISD Downey Data Center.

**Background:**

This Oracle migration project is part of the larger transfer of the DCFS Information Technology infrastructure to ISD. In the latest status report to the Board dated May 19, 2010, ISD reported the priority for the database migration was reduced because they were able to move the DCFS databases to a temporary location within the Downey Data Center. ISD and DCFS mutually agreed to reschedule the planned August 2010 completion date for the database migration to March 2011.

The database migration involves consolidating Oracle databases running on multiple servers onto a single physical server and upgrading the Oracle software to a current version.

**Project Justification/Benefits:**

Migration of these database applications to ISD will provide a more stable and available environment. ISD has the proven experience supporting over 50 other mission critical Oracle databases hosted today.

Beyond the consolidation and improved performance, this project will also result in:

- Improved scalability for future growth;
- Improved backup and recovery capability with less downtime and faster recovery;
- Improved availability with standby systems; and
- Improved security and auditability to protect sensitive information.

**Project Metrics:**

ISD will monitor the effectiveness of professional services provided by Oracle in accordance with the WO Statement of Work.

**Alternatives Considered:**

ISD considered using their internal staff and resources from the Information Technology Support Services Master Agreement (ITSSMA) as alternatives for this project. They ultimately

decided to use the Oracle MSA because of Oracle's high level of expertise with their own product, their extensive knowledge of ISD's procedures and practices from other recent consolidation projects, and the short timeframe to complete the project.

**Project Risks:**

This project has the normal risks for an upgrade and migration. ISD has addressed these risks by providing executive sponsorship, clear roles and responsibilities, a full-time project manager and a full-time technical resource, project plans, and defined deliverables. In addition, considerable part-time technical expertise will be available from both the ISD and Oracle staffs.

**Risk Mitigation Measures:**

The project team has mitigation plans for each of the above risks and will continue to monitor these risks, as well as others as they arise. The County Information Security Officer (CISO) has reviewed the proposed Work Orders and did not identify any security risks or issues.

**Financial Analysis:**

The \$598,600 for this Work Order and the remaining project costs will be billed to DCFS this fiscal year as part of the DCFS IT Transfer project. ISD has sufficient appropriation in their Fiscal Year 2010-11 budget. DCFS has requested appropriation in the Fiscal Year 2010-11 Supplemental budget request.

**CIO Concerns:**

None.

**Recommendations:**

The project to migrate DCFS databases to ISD is aligned with the County's Strategic Plan and supports the IT Strategic Directions. My office supports this action and recommends approval by the Board.

**CIO APPROVAL**

Date Received: August 24, 2010

Prepared by: Tom Travis

Date: August 31, 2010

Approved: 

Date: 9-8-10